

Self Service Utility

The university uses the SAP Self Service utility for more and more facilities. Unfortunately the SAP vendor lock-in means that the compatibility requirements for the WEB browser are severe, in fact require at least an old version of Internet Explorer. This means that from any modern OS (like we run on the Linux desktops, or you run on your personal laptop) it is impossible to perform tasks inside the Self Service utility. Many function do not work in Firefox, Chrome or Safari!

For this and other reasons, the University ISSC has enabled a system called Remote Werkplek that uses old software versions and is guaranteed to be compatible with the Self Service. So you first need to login to the Remote Werkplek and inside that environmentt you starts an Internet Explorer to the Self Service.

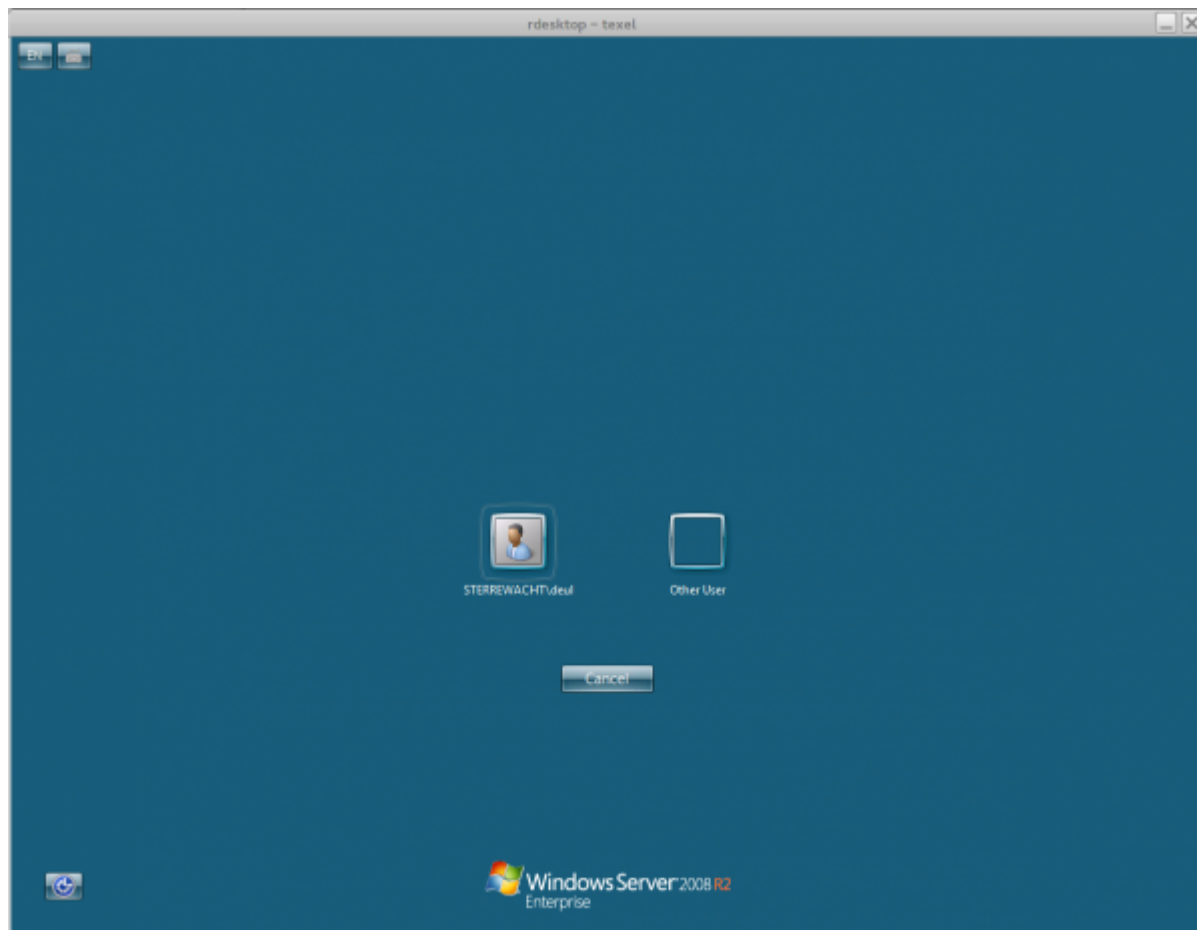
There are four ways you can make use of the Remote Werkplek.

1. [Linux Desktop](#)
2. [Personal laptop](#)
3. [Windows Desktop](#)
4. [Windows Terminal Server](#)

1. Use your Linux Desktop and open FIREFOX as the browser. Then open the url:
<https://remote.campus.leidenuniv.nl/Citrix/XenApp/auth/login.aspx>, or <http://www.leidenuniv.nl>
→ Medewerkers → Remote Werkplek.
2. Use your laptop (Windows, Linux, Mac) and open a browser to
<https://remote.campus.leidenuniv.nl/Citrix/XenApp/auth/login.aspx> , or <http://www.leidenuniv.nl>
→ Medewerkers → Remote Werkplek. You may find that you have to install the Citrix Receiver (a INSTALL button will appear). Just follow the instructions, finish the installation and you should get the Remote Werkplek Login Screen.



3. Use your Windows Desktop, you will see an Internet Explorer icon name NUWD. Click on that and you should get the Remote Werkplek Login Screen in a browser.
4. Use your Linux Desktop and run the command `winc1ient` from a terminal. This will open a remote desktop connection to our terminal server Texel.

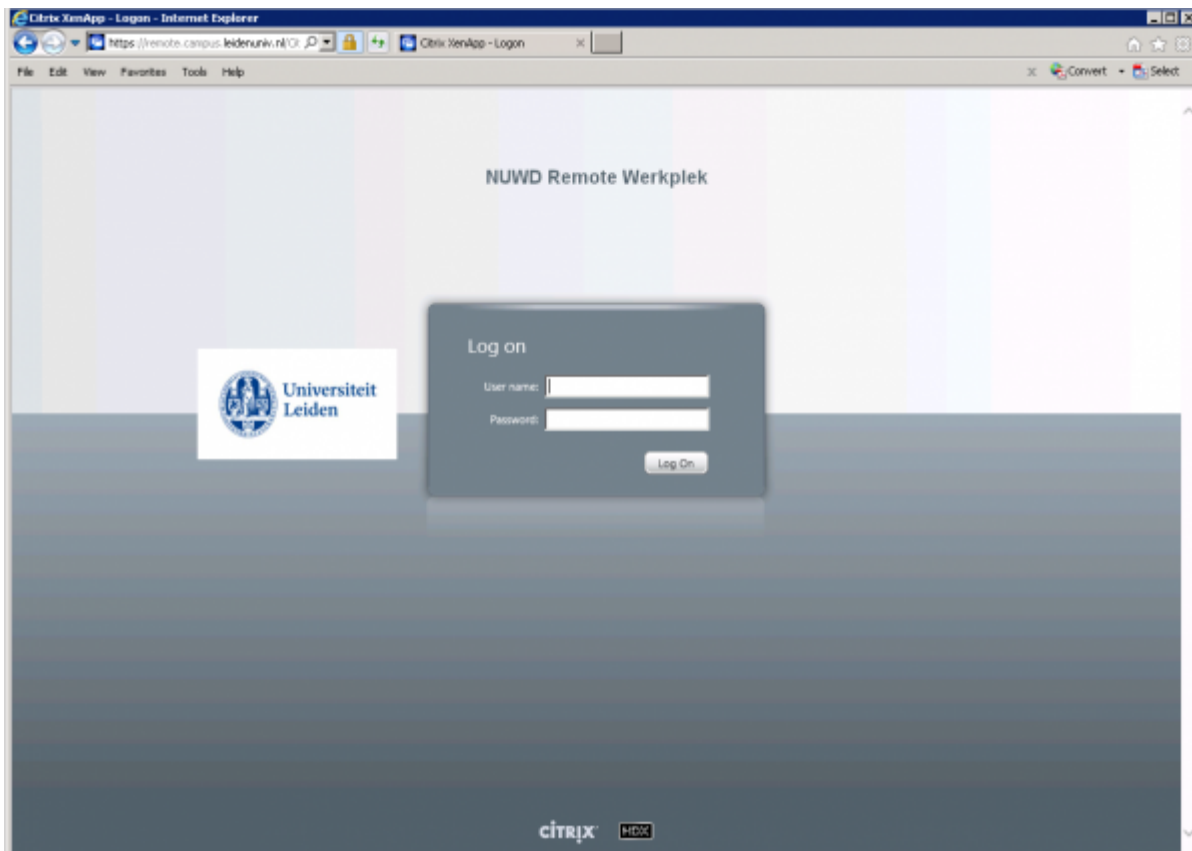


Login to the terminal server using your STRW account information. You now have a Windows desktop

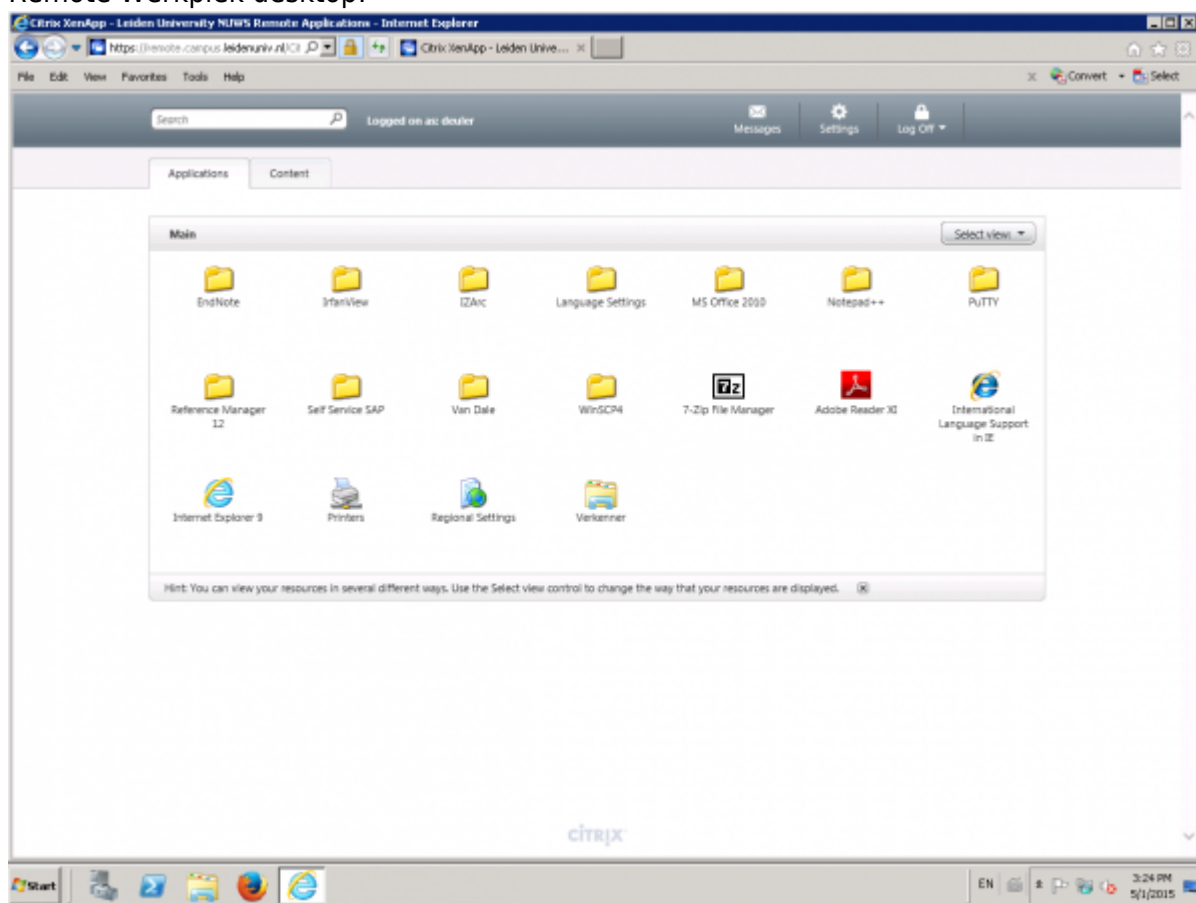
in a window and on that desktop you see an Internet Explorer icon named NUWD.  Click on that and you will get the Remote Werkplek Login Screen in a browser.

Remote Werkplek Login Screen

After the above actions you will see the Remote Werkplek Login Screen:



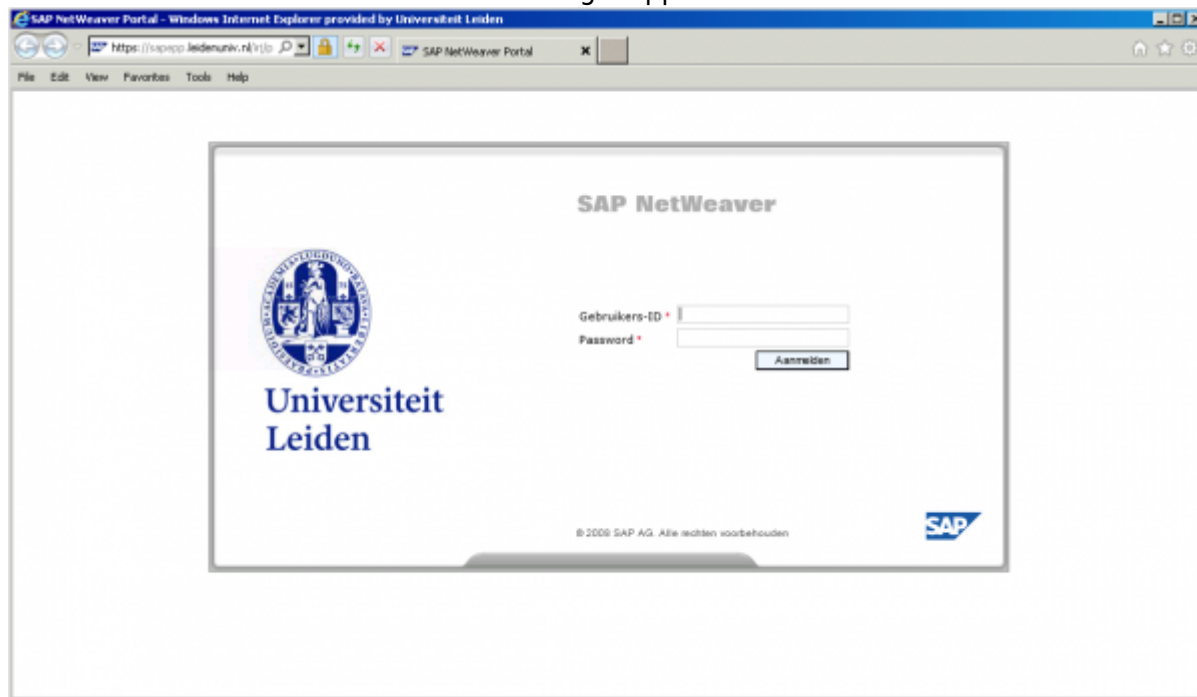
Login to the Remote Werkplek using your University (ULCN) account information and you get the Remote Werkplek desktop:



Click on the Self Service SAP folder and then on the Sap Self Service Internet Explorer Icon
After clicking you will see a window pop-up telling you the Citrix Receiver is Launching. Once this is



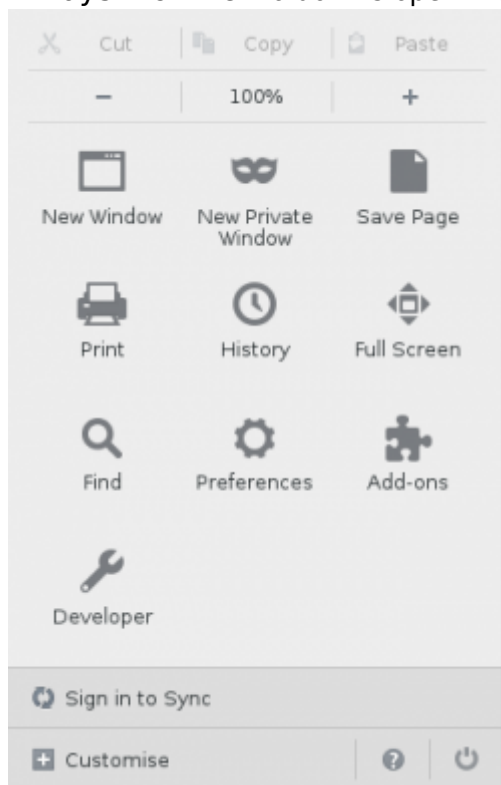
done the IE window with the Self Service login appears.



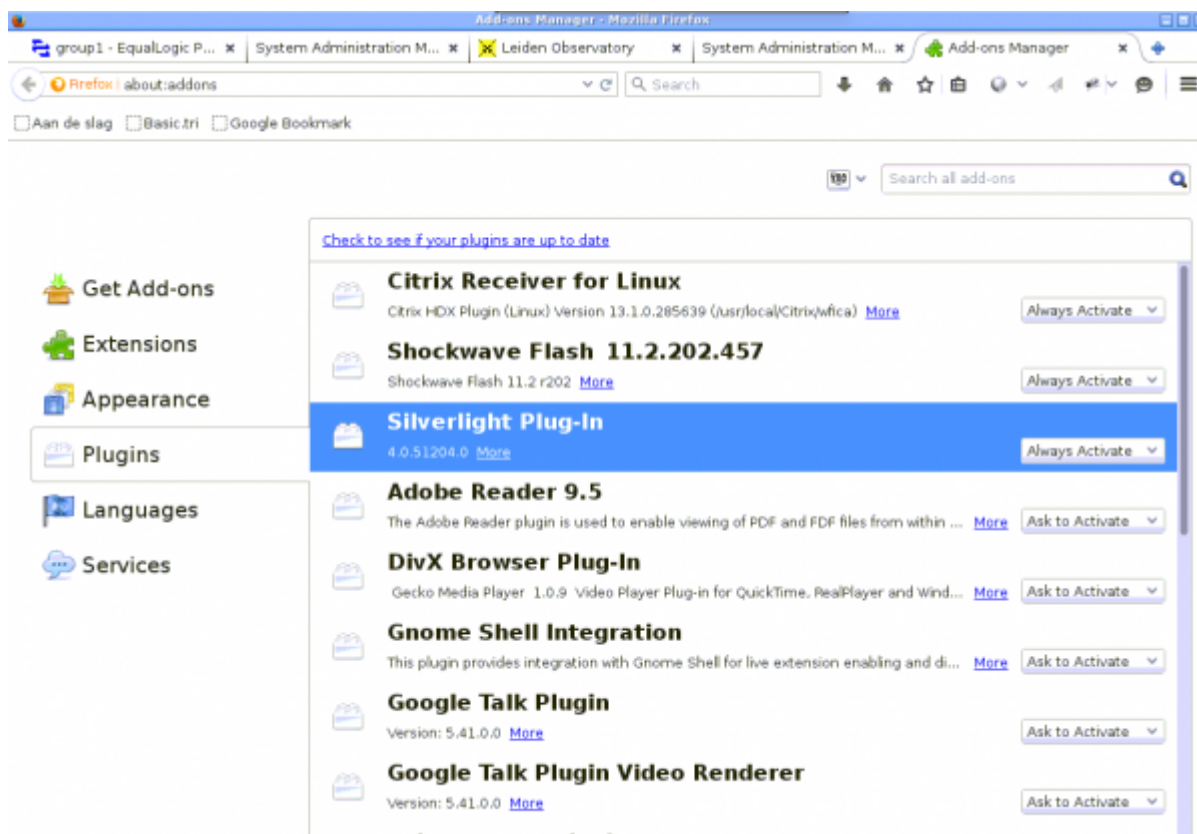
Now login using your University (ULCN) account information and you can Self Service away!

note for option 1, Firefox

It might be possible that when you start the Internet Explorer from the Remote Werkplak that you get a message Resource shortcuts are currently disabled.. This is an indication that you have to change the default behaviour of the ICA client in Firefox. To set the default behaviour to Always Active. To do this open the Firefox options . Now select the Add-ons option



and then for the Citrix Client for Linux line on the right pull down the Ask to Activae and select Always Active.



Now restart the Internet Explorer in the Remote Werkplek and it should pop up.

From:

<https://helpdesk.strw.leidenuniv.nl/wiki/> - **Computer Documentation Wiki**

Permanent link:

<https://helpdesk.strw.leidenuniv.nl/wiki/doku.php?id=univ:selfservice&rev=1480179243>

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